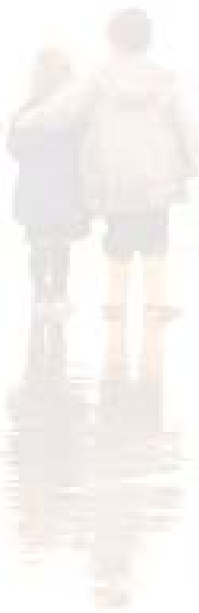


San Luis Obispo County Department of Social Services



*Working for a responsible and caring community; safe,
resilient and healthy.*

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Vision

***A responsible and caring community:
Safe, Resilient and Healthy.***



community

Mission

We partner with the community to enhance self-sufficiency while ensuring that safety and basic human needs are met for the people of San Luis Obispo County.



growth

Guiding Principles



unity

We strive to eliminate poverty and abuse

We believe all people have strengths

***We work together to assist in removing barriers
and finding solutions***

***We strive to meet the unique needs of each
community, family, and individual***

We commit to fairness and equality



home



stability

Current Trends & Focuses

Workforce Investment Board

Effective July 1, 2008, the Department of Social Services assumed responsibility for the administrative and fiscal duties of Workforce Investment Act funds.

Accomplishments:

- Executed contracts for Youth, Adult and One-Stop activities for FY 08-09
- Completed Biennial Self-Assessment for One-Stop Centers (this assesses the center's compliance with equal opportunity laws and the Americans with Disabilities Act)
- Completed annual update to the Local Plan
- Hired a Workforce Investment Board Consultant to lead the WIB's strategic planning efforts
- Provided staff support for WIB committees and subcommittees (scheduling, minutes, reports)
- Assumed responsibility for data collection and reporting to the State

Current Issues/Activities

- ✓ Developing policies and procedures
- ✓ Supporting efforts to secure additional funding



Next Steps

- ✓ Oversee Youth, Adult, and One-Stop Request for Proposal (RFP) for FY 09-10
- ✓ Conduct Fiscal and Program reviews of workforce service provider(s), such as the Private Industry Council

Current Trends & Focuses

MEDS Security Project

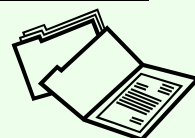
The California Department of Health Care Services has mandated that all counties comply with new security requirements, which are primarily focused on Medi-Cal Personally Identifiable Information (PII).

What is PII?

- Name
- Social Security Number
- Date of Birth
- Driver's License Number
- Any information that can be used to search for or identify individuals

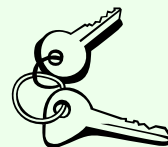
Information Security Involves:

Access to paper –
case files & documents



Electronic Access –
computer files &
information

Facilities Access –
buildings & offices



Soon DSS will be updating and training to implement new policies and procedures regarding:

- securing confidential paperwork during the course of our day-to-day work (for example, paperwork put into mail slots or left on one's desk)
- recycling confidential paperwork
- locking cabinets that hold case files at night
- computer inactivity time-outs
- alarm systems
- wearing DSS ID Badges

Behind the scenes, and transparent to the users, email to external partners will be encrypted.

In June 2009, State reviewers will come to SLO DSS to review our progress and determine if any Medi-Cal PII need to be safely secured.

Current Trends and Focuses

Human Resources

Human Resources staff is dedicated to providing services to our staff that will strengthen our department and help fulfill our mission and vision.

Current Efforts:

- Implementing new avenues for recruiting and hiring of staff. Some new methods include, mandatory open-house orientations, standardized industry testing for applicants, and videos referencing "A Day in the Life Of a Social Worker".
- Creating automated forms that can be accessed by all staff on DSSNet under the Human Resources tab.
- Revamping and updating the DSS Employee Handbook. The goal is to keep staff well informed of all County and Department of Social Services policies and procedures.

Accomplishments:

Early Return to Work Policy – Our Human Resources staff is committed to working with ill/injured workers, helping them return to work as soon as possible. Implementation of this policy has helped reduce costs associated with lost time.

Last year our department saw a reduction of 100 lost work days resulting in savings of Temporary Disability totaling \$12,947.22.

Voluntary Time Off Program - This process is now automated. In 2008, the VTO program saved our department \$38,374.19

Future Plans:

- Informational videos about the positions within our department to be posted on the County Human Resources Job listing website.
- Brownbag lunch informational meetings in all the offices to answer Human Resource questions.



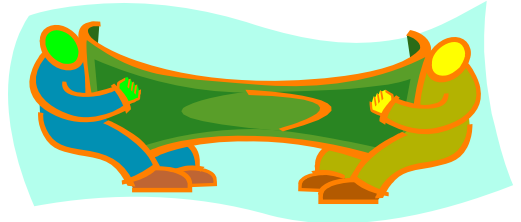
Current Trends & Focuses

Budget Issues

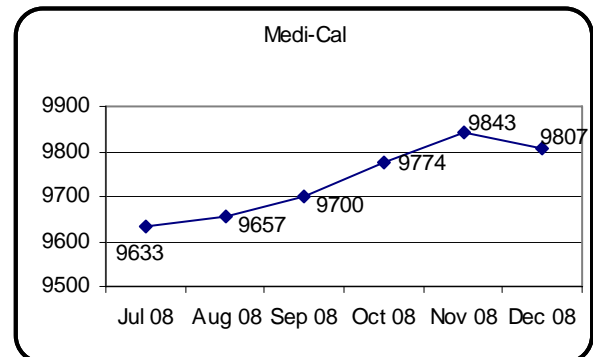
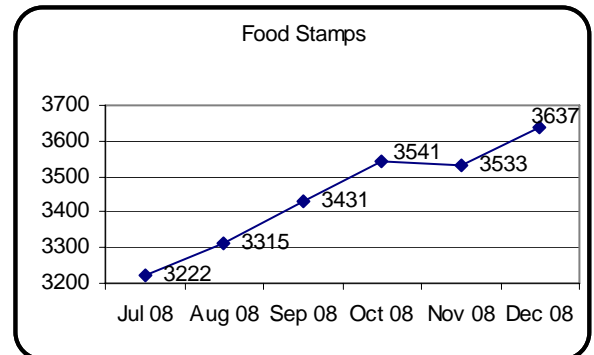
The FY 08-09 State budget cut DSS funding in virtually every program except Food Stamps and Child Welfare Services. Adult Services was hit particularly hard. The budget did retain funding for several major automation projects.

Some of the Effects:

- Loss of 3 Social Workers in In-Home Supportive Services (from 11 to 8).
- Loss of 3 ½ Social Workers in Adult Protective Services (from 5 ½ to 2).
- 20.5 vacant positions will remain unfilled at this time. This includes vacancies at both the management and non-management level.
- Caseload sizes are increasing, due in part to line staff vacancies, and in part to an increase in the number of participants receiving aid (see charts to left).
- State level discussions are occurring to identify strategies for dealing with the CalWORKs funding cuts.
- Due to new State mandated data security regulations, and a County-wide required upgrade, many DSS computers were upgraded to handle enhanced programs. Funding was made available through the MEDS Security Project. (See Pg 6.)



In addition to funding cuts, we are facing significant increases in the number of continuing cases in some of our financial eligibility programs



Data Source: Financial Assistance Caseload Report - DFA 296, CalWIN CIS Report

Effective 12/31/2008

Current Trends & Focuses

Child Welfare Services - Contributing Factors

Contributing Factors are currently tracked in all CWS/CMS case records. The factors currently recorded include Drug Abuse, Alcohol Abuse, Domestic Violence, Mental Health Issues, and Developmental Delays.

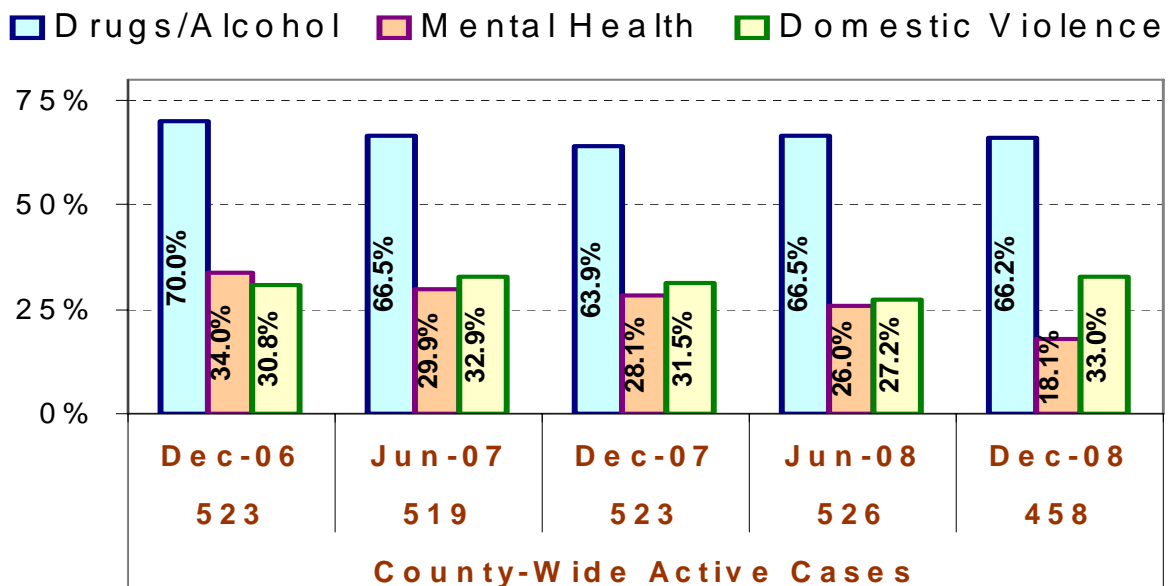
Quick Facts:

Of 458 active CWS cases, 444 (96.9%) have one or more contributing factors recorded. (Active cases include 173 children who are receiving services at home and 285 who are in foster care placements.)

Of 285 children in foster care, 192 (67.5%) have one or more contributing factors related to drug or alcohol abuse.



Percentage of All Child Welfare Cases with Drug and Alcohol, Domestic Violence, and/or Mental Health Issues



These statistics are based on a study of all CWS open cases as of 12/31/2008.

Current Trends & Focuses

Homeless Services

The face of homelessness.



An increasing number of families are being served at the shelters, food banks and meal programs around the county. The Maxine Lewis Memorial Shelter and Prado Day Center need to be replaced and expanded. ECHO and other sites are overloaded; there is currently no shelter in the South County. The 10-Year Plan to End Homelessness addresses these and other local homeless issues.

Facts:

The 10-year Plan is based on 4 priorities:

1. Facilitating access to affordable housing
2. Prevention and effective intervention
3. Integrated, comprehensive & responsive supportive services
4. A solid administrative & financial structure to support effective plan implementation.

Many studies have shown that the Housing First model – providing supportive housing right away to homeless individuals and families – is the most cost-effective way to serve the majority of people who are homeless. Meeting this basic human need provides a platform from which to address a person's other issues – domestic violence, substance abuse, mental or physical illness, or lack of job skills, for example.

SLO County requested funding for 36 new beds in individual and family units in the 09-10 HUD Supportive Housing grant application.

Statistics:

In October 2005 2,408 homeless men, women and children were counted during a 4-hour period. Service providers agreed that this number is a low estimate of the local homeless population. The next count will take place in January 2009.

The 2005 study found that:

- 42.5% of the homeless people were women and girls.
- 34% were under the age of 21 and 5% were over 65, meaning that well over 900 people were in these categories.
- 46% of the people counted reported that they had slept in their vehicle or outside the night before.
- Only 12% had slept in a shelter and the shelters had been at capacity.

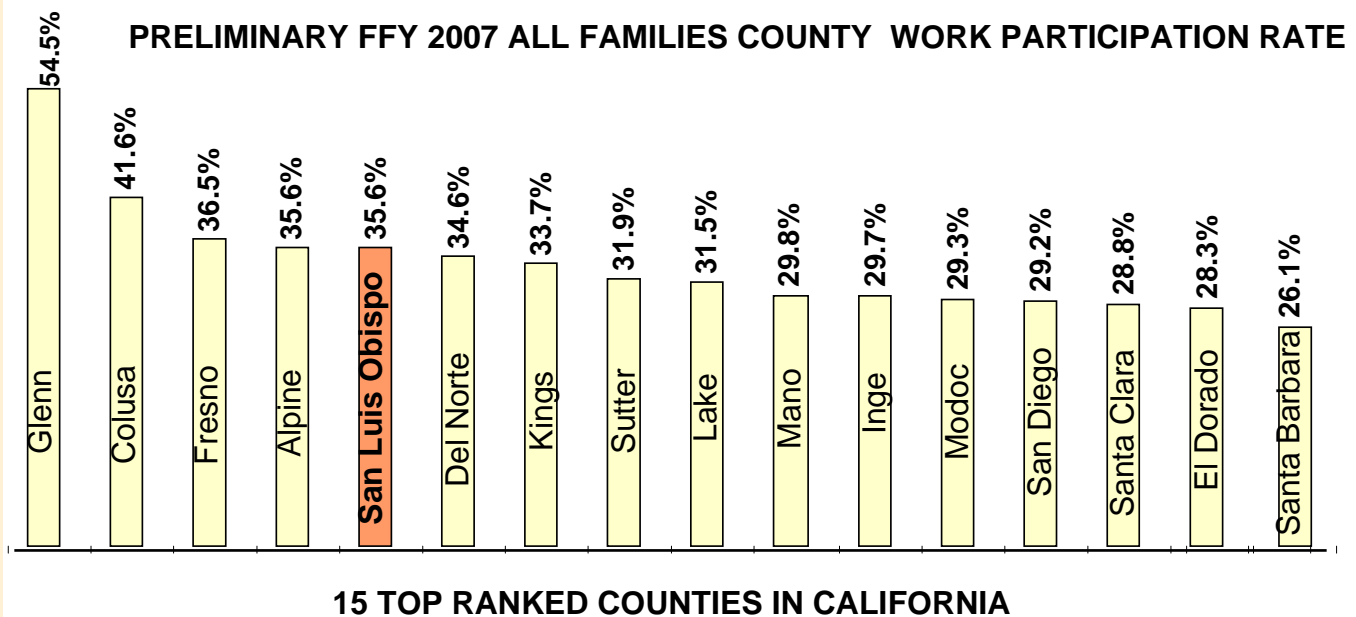
Current Efforts:

The draft 10-year plan, locally called "Path to a Home", will be presented in January and February 2009 to City Councils, the County Board of Supervisors and other jurisdictions for adoption in principle. The draft plan can be viewed at: www.slocounty.ca.gov/HomelessServices.htm, along with interactive maps detailing homeless services currently available in SLO County. The maps allow you to view the location of services in your area and access information about hours of availability and eligibility requirements.

Department Accomplishments

Work Participation Rates

Congratulations DSS staff, the Preliminary 2007 Federal Fiscal Year work participation rates have been calculated, and San Luis Obispo County is ranked fifth in the entire state.



Strategies that contributed to our success:

- Assigning one case manager per family for all programs.
- Having specialized staff with a vocational focus to support the case manager.
- Utilizing a team approach, that includes the family, case manager, specialized staff and supervisors in creating and supporting the WTW plan.
- Supporting One Stop Career Centers that provide a single location for participants to get information on work, training, and/or education from multiple local agencies.
- Revitalizing Work Experience and Community Services programs.
- Implementing WTW Sanction Prevention/Cure Clinics.
- Continuing the partnership between CalWORKS and Child Welfare (Linkages), addressing the family's unique needs and focusing on their strengths.

Department Accomplishment

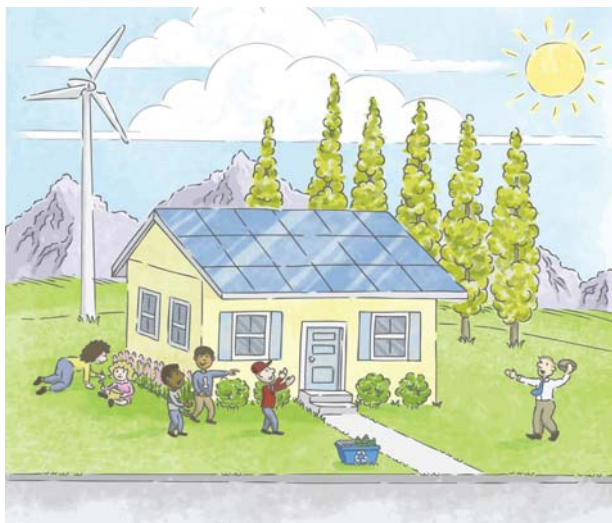
Child Location Tracking

The Child Location automated tracking system has proven to be successful. Social Workers enter information on the whereabouts of our foster children on an application found on the Department's intranet, which updates a Child Location database.

Quick Facts:

- The system was developed because there was a need for more current child location information than was available through CWS/CMS reports.
- A decrease in foster care overpayments was a secondary benefit, as information was available quicker regarding placement changes.
- The use of the Child Location application is mandatory when a child is initially placed, moves, goes on a visit exceeding 24 hours, is hospitalized, runs away, or the Child Welfare case is dismissed.

Placing SW:	<input type="text" value="Select Worker -"/>
SW Unit:	
SW Location:	
Supervisor:	
Placement/ Other	<input type="radio"/> Initial <input type="radio"/> M
Change in Location:	<input type="radio"/> Visit (Temp) <input type="radio"/> H
Child's Name (Last):	<input type="text"/> (F)
Birth Date:	<input type="text"/>
Name of Person Caring for the Child/Youth:	<input type="text"/>
Address Placed or Visiting:	<input type="text"/>
Phone #:	<input type="text"/>
Relationship to child/youth:	<input type="text"/>
Effective Date:	<input type="text" value="1/9/2009"/>
For Visits Only - Date Started:	<input type="text"/> (over
For Visits Only - Date Ended:	<input type="text"/>
AWOL	
AWOL Date:	<input type="text"/>
Preferred Return Location:	<input type="text"/>
Date Returned to Placement:	<input type="text"/>
	<input type="checkbox"/> FFA (non-emerg)
	<input type="checkbox"/> Licensed
Placement or Visit Type:	<input type="checkbox"/> Non-Relative/Legal Gua



School Stability

Our department is not the only agency that benefits from this new tracking system. The San Luis Obispo County Office of Education, a partner agency, is emailed a daily report on school-aged children who have had a change to their physical location. This helps expedite school transfers, address transportation issues, and support school stability for foster children/youth.

Department Accomplishments

CWS Monthly Measures & TDM Tracking

Child Welfare Services (CWS) Staff Development has introduced two new tools, Monthly Measures and Team Decision Making (TDM) Tracking.

Both tools get a thumbs up from Staff

During a four month test period 30 of the 37 outcomes showed improvement.

CWS Monthly Measure Highlights:

- Staff Development worked in close collaboration with Child Welfare staff during the development of the tool.
- The tool gives CWS staff a standardized way to measure monthly progress on 37 different child welfare outcomes, utilizing data from a system called SafeMeasures.
- Caseload, unit, and department-level data is compiled on the tool, which allows Staff Development to see where specific training or support is needed.
- The MonthlyMeasures tool was recently shared, and well received, at a meeting of Child Welfare Directors.
- The Children's Research Center (CRC) in Wisconsin is excited to offer our idea nationwide (with "auto-populate" features") in their upcoming SafeMeasures release.

TDM Tracking Highlights:

- TDM details were added to the Child Location database to help track TDM meetings & TDM exemptions.
- The effect of this change is better data, timelier reports, more standardized/valid TDM exemptions, and "real time" access to TDM data.
- We set a 3 year goal to produce this tool, and met that goal within 1 year.
- The tool was well-received when presented at the 6th Annual National TDM Meeting in Baltimore.

National Attention

TDM Status

Assigned SW:

- Select Worker -

☐ TDM was Held

TDM Held Date

☐ TDM is Scheduled

TDM Scheduled Date

☐ TDM was not Held

☐ Requesting TDM Exception

TDM Exception Reasons:

☐ Visit (no need for TDM)

- Select Value -

☐ Payment Change Only ex.

kingap, AAP (no need for TDM)

☒ Select Status

E-Mail TDM Facilitator Supervisor

☐ I am the CWS Supervisor and I concur with the exception request.

E-Mail CWS Supervisor

I am the TDM Facilitator Supervisor and I

☐ Approve Exception ☐ Disapprove Exception ☐ Not Specified

TDM Supe Facilitator Comments:



Community Partner Highlight

Community
partnership works.



Family Care Network – Transitional Housing Placement Program

The Family Care Network (FCNI) is a private, nonprofit service provider, working in partnership with DSS. Established in 1987 for the purpose of creating family-based treatment programs as an alternative to group home or institutional care for children and youth, the agency now operates multiple, accredited programs designed to strengthen and preserve families and individuals.

THPP

The Transitional Housing Placement Program (THPP) is a voluntary placement program structured to benefit youth between the ages of 16 and 18 who are in foster care and are participating in Independent Living Skills activities.

Benefits of THPP:

- Provides housing.
- Assists in paying rent and utilities.
- Assists in budgeting.
- Opens a savings account for each participant.
- Helps participants explore educational and career options.
- Provides hands-on practice in new life skills.



There are currently 68 youth over age 16 in foster care placement in SLO County. When a youth in foster care reaches the age of 15 ½, a transitional independent living plan is required.

Who is eligible for THPP?

Youth who are currently:

- 16-18 years old in foster care, group home, or on probation
- Have high school diploma, GED, or are currently enrolled in school
- Enrolled in and attending Independent Living Program (ILP)
- Not using drugs or alcohol

THPP Team:

Youth: Teen participant who wants to learn to make decisions, take on responsibility, save money, and gain confidence to venture out into the world.

RA: Resident Advisor: the responsible adult who lives with the teen.

SW: Social Worker: Meets with youth regularly.

YDS: Youth Development Specialist: Provides daily guidance, support, and assistance in making responsible life decisions.

Quick Facts:

A total of 36 THPP placements were made between 7/1/08 and 12/31/08, with a 92% success rate (only 3 failed placements). There are currently 10 SLO youth in active THPP placements.

For more information, please visit www.fcni.org.

STATISTICS

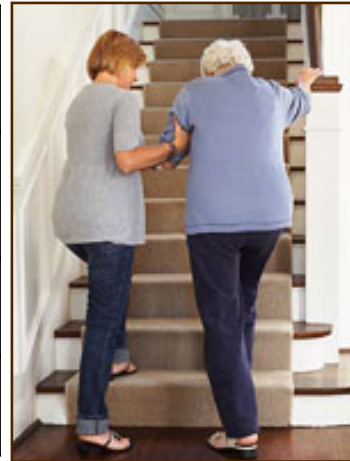
Caseload Averages Per Month

Average Caseloads for July 1 – December 31, 2008



<i>Child Welfare Services</i>	Referrals Received	287
	Referrals Responded by CWS	170
	Family Maintenance Cases	196
	Family Reunification Cases	160
	Permanency Planning Cases	225

<i>Adult Services</i>	In-Home Support Services (IHSS) - Applications	79
	In-Home Support Services (IHSS) - Active Cases	1778
	Adult Protective Services (APS) - Investigations	70
	Adult Protective Services (APS) - Active Cases	89



<i>Participant Services</i>	CalWORKS	1,689
	Food Stamps	3,787
	Medi-Cal Only	9,787
	Foster Care	385
	General Assistance	226

Department Services and Locations

Programs and Services

CASH, HOUSING, FOOD, AND MEDI-CAL BENEFITS

CalWORKs: Temporary, time-limited cash assistance to families and children who are deprived of support or care due to the death, incapacity, unemployment, or continued absence of one or both parents.

Diversions: One-time cash assistance or services, when such services will prevent a family from needing to apply for ongoing assistance.

Welfare-to-Work Employment and Training Program: Training and/or education activities to assist adults who are receiving CalWORKs in finding employment and becoming self-sufficient. This program is mandatory for non-exempt adult CalWORKs participants.

Supportive Services: Services such as childcare, transportation, and work clothing, for adult CalWORKs participants seeking work, working, and/or in training.

CalWORKs Child Support: A program administered by the District Attorney's Office to increase CalWORKs families' self-sufficiency by obtaining financial support from absent parents.

AFDC – Foster Care: Cash assistance to caretakers of foster children.

Medi-Cal: Comprehensive medical benefits to all public assistance recipients and to certain other eligible persons who do not have sufficient funds to meet the costs of their medical care.

Food Assistance: Benefits for low income families to improve their diet and food purchasing power.

General Assistance: Temporary assistance for needy persons not eligible for benefits through other Federal and State aid programs. Also provides for mortuary services for indigent persons, when necessary.

For more information on program requirements and benefit levels, please visit our website at: <http://www.slocounty.ca.gov/dss>

Department Services & Locations

Programs and Services

CHILD AND ADULT WELFARE PROGRAMS

Adoption Services: Finding safe, stable, permanent families for children who are unable to be reunified with their birth parents.

Foster Home Licensing: Finding and licensing nurturing homes for foster children.

Child Welfare Differential Response: Responding to allegations of abuse or neglect in a timely and appropriate manner, in order to provide for the safety and stability of the children in our county.

Child Welfare Family Maintenance: Providing child welfare services to families, while the children remain in the home under the supervision of a Social Worker.

Child Welfare Family Reunification: Providing child welfare services after a child has been separated from his/her parents due to abuse or neglect, in order to stabilize the family and hopefully reunify the child back into the home.

Child Welfare Permanency Planning: Providing child welfare services to children who can not return to their birth parents' home. This may include adoption, guardianship, or the establishment of a planned permanent living arrangement for the child.

Adult Protective Services: Responding to allegations of abuse or neglect in a timely and appropriate manner, in order to provide for the safety and stability of the elderly and/or disabled adults in our county.

In-Home Supportive Services: The IHSS program provides assistance to those eligible aged, blind and disabled individuals (both children and adults) who are unable to remain safely in their own homes without this assistance. IHSS is an alternative to out-of-home care.

For more information on these and more programs, please visit our website at: <http://www.slocounty.ca.gov/dss>

Department Services & Locations

Office Locations

City	Office	Address	Phone #
Arroyo Grande	Dept. of Social Services	1086 Grand Ave.	805-474-2000
	South S.A.F.E. Family Resource Center	1086 Grand Ave.	805-474-2105
Atascadero	Dept. of Social Services - Main Office	9415 El Camino Real	805-461-6000
	Dept. of Social Services - Annex	9485 El Camino Real	805-461-6181
Nipomo	Dept. of Social Services	681 W. Tefft St.	805-931-1800
Paso Robles	Dept. of Social Services - Main Office	530 12th St.	805-237-3110
	Dept. of Social Services	829 10th St.	805-266-3276
	North S.A.F.E. Family Resource Center	1802 Chestnut	805-237-3196
	Estrella Career Center	2800 Buena Vista Dr., Building 4000	805-237-3014
San Luis Obispo	Dept. of Social Services	3433 So. Higuera St.	805-781-1600 or 1-800-834-3002
	Creekside Career Center	4111 Broad St., Suite A	805-788-2600
CHILD ABUSE - KIDS HOT LINE: 1-800-834-5437			
ADULT SERVICES SUSPECTED ABUSE:			
Weekdays: 805-781-1790			
Nights/Weekends: 1-800-838-1381			